

Project Director, Project Management Office (PMO)

SUMMARY

The Project Director, Project Management Office (PMO Director) is a key leader for the Information Technology Division (ITD) of the Department of Human Services (DHS). Reporting to the Chief Information Officer (CIO), s/he develops and leads a project and program management office. The PMO Director is the technical expert responsible for establishing the Department's approach to the full IT project life cycle – from project initiation through closure. S/he ensures that the PMO meets performance targets that are aligned with the Department's strategic and operational objectives and that projects adhere to best practices. While the PMO Director is part of ITD's leadership team, the position oversees the areas of project management governance, team leadership, project tracking and monitoring, and project prioritization.

The PMO Director ensures that the proper mix of technical support, procurement resources, guidelines, procedures, consultants, and software are available to support multi-discipline project teams for projects in the development, planning, or implementation stage. S/he delivers with the highest professionalism, exercises independent judgment, and decision-making, while weighing the interests of multiple stakeholders. The PMO Director also directs and guides a team of Business Systems Analysts in the operational, functional, and strategic analysis of new and existing business opportunities and projects. S/he represents the needs of the various functional areas of the department.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Directs and manages the day-to-day operations of four (4) IT Managers.
- Oversees 35+ IT team members, mentoring and providing feedback regarding expectations, performance, and professional development.
- Defines and maintains standards for the project management team using Project Management Institute (PMI) guidelines and quality standards, plus Departmental requirements to implement projects in a manner that introduces economies of repetition and meets financial expectations established at project initiation.
- Working through the governance process, manages the prioritization of projects proposed by each of the program / business units in order to establish project management staffing levels, training, tools, and software across all areas that allow the project teams to achieve the Department's objectives with respect to given projects.
- Provides leadership to ensure proper investments in tools, processes, and people are made to govern the Department's project portfolio, risk reviews, document controls, and project management training.
- Provides leadership to ensure assigned team members successfully achieve the Department's goals and objectives.
- Manages resource allocation and resolves schedule, resource, and other conflicts.
- Identifies issues and opportunities, analyzes problems and alternatives, and develops sound conclusions and recommendations.
- Communicates effectively verbally and in writing.
- Establishes the DHS PMO, its standards, and performance methods, including but are not limited to the following.
 - Establishing PMO role and operating model (centralized and areas of focus).
 - Sets standards for project management capabilities – certifications and qualifications of project managers (e.g. PMP), methodologies, success measurement, (e.g. earned value measurement), and tools (e.g. Microsoft Excel, Microsoft Project, and Planview, the State standard IT portfolio management tool).
 - Creates a "Center of Excellence" to develop project management practitioners and the function, sharing knowledge, and industry best practices.
 - Monitors compliance with policies and standards.

- Provides team leadership with various human resources management accountabilities whether team members report directly or indirectly to the PMO. The key activities include but not limited to the following.
 - Establishing the PMO organization structure, hiring team members, and managing team member requirements in line with project activities.
 - Overseeing the delegation of work to Project Managers, Program Managers, and Business Analysts.
 - Setting annual performance targets for individuals and the team and conducting performance reviews.
 - Providing on-going motivation, coaching, guidance, feedback, and mentoring support to the team.
 - Managing the workload of Project Managers and removing obstacles to their success.
 - Coordinating and conducting post-implementation reviews of projects with Project Managers.
- Oversees project tracking, monitoring and reporting for the performance of the portfolio of projects. The key activities include but not limited to the following.
 - Tracking and providing project status and audit reports.
 - Managing risks, issues, and change resolution processes and working with other leaders to take corrective actions as necessary.
 - Overseeing team members for the delivery of projects / programs on time, within scope, and on budget.
- Advises other executive leaders regarding project selection, timing, and / or prioritization. The key activities include but not limited to the following.
 - Coordinating the project prioritization process to provide executive leaders with the information they need to assess which proposals have the highest potential value, impact, and strategic alignment.
 - Interfacing regularly with executive leaders to define project priorities, and implementation opportunities and challenges.
 - Keeping Department leaders up-to-date with project opportunities and risks.
 - Supporting the project pipeline by managing resource availability, capacity, and skill sets.
- Manages IT Business Systems Analysis. The key activities include but not limited to the following.
 - Planning and implementing technological service strategies to support business and user needs.
 - Acting as primary liaison with business units to identify business system that meet their needs.
 - Working collaboratively with business leads and IT to develop tools and training that support the ability to operationalize findings into various business processes to increase efficiency.
 - Participating in various business meetings and developing a strong understanding of the business and related KPI's; providing insights as appropriate.
 - Analyzing business requirements and ensuring that they translate into IT solutions.
 - Maintaining knowledge of current tools, technologies, and methodologies.
 - Executing data collection and interpretation and providing customer insights and expert advice.

EDUCATION / EXPERIENCE

A bachelor's degree from an accredited college or university in Computer Science, Business, Finance, Statistics, Technology, or other related fields, with a minimum of six (6) years of experience as a Senior Project or Program Manager. Project Management Professional (PMP) and / or Program Management Professional (PgMP) and / or Certified Business Analysis Professional (CBAP) and /or Business Systems Analyst Certificate (BSAC). An equivalent combination of education and/or experience may be acceptable.

Master's Degree and experience in public sector is a plus.

SKILLS

This position requires:

- Dedication and commitment to customer service focused delivery of solutions;

- Demonstrated evidence of experience with success as a Senior Project Manager or Program Manager with a proven track record of successful project delivery;
- Ability to improve project management practices by implementing new techniques and tools and substantial team leadership experience with a focus on team development;
- Specific knowledge of project and program management and the associated methodologies, techniques, process, and approaches;
- Superior analytical problem solving ability for dealing with escalated issues;
- Technical integrity earned through demonstrated success in implementation of large, complex projects or programs;
- Proven experience juggling multiple goals and deadlines;
- Ability to build a strong network and relationships at executive levels with technology and solutions;
- Demonstrated flexibility, resilience, and resourcefulness; and
- Ability to identify current or future problems or opportunities, analyze, synthesize, and compare information to understand issues and cause/effect relationships, and explores alternative solutions to support sound decision making.

COMPENSATION INFORMATION

Commensurate with qualifications.

All interested candidates should submit a cover letter and resume to:

Martha S. Jones
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